

OFFICIAL

PO BOX 556  
SPRINGTOWN, PA 18081  
PHONE NO. 610-346-7112  
FAX NO. 610-346-8189  
EMAIL: WENDYKOB@USANET

WENDY W. KOBA, ESQ.

RECEIVED  
CENTRAL FAX CENTER

JAN 27 2004

Fax

Company: USPTO

From: Wendy W. Koba

Attention: Examiner P. Lee

Pages including cover sheet: 19

Fax No.: 703-872-9306

Date: January 27, 2004

Re: Serial No. 09/649,974

☐ Urgent ☐ Please review ☐ Please Comment ☐ Please Reply ☐ For your information

Case Name: Buffalo et al. 1999-0699

Serial Number: 09/649,974

Filing Date: August 29, 2000

Group Art Unit: 2154

Examiner: P. Lee

Title: Customer Service Maintenance Automation

In response to a non-final office action dated November 27, 2003 attached please find the following documents:

1. Transmittal Form (1 page)
2. Certificate of Facsimile Transmissslon under 37 CFR 1.8 (1 page)
3. Revocation of Associate Power and Appointment of New Associate Attorney (1 page)
4. Claims As Amended (1 page)
5. Amendment (15 pages)

Respectfully submitted,

*Wendy W. Koba*  
Wendy W. Koba, Esq.

PTO/SB/97 (08-03)

Approved for use through 07/31/2006. OMB 0851-0031

U.S. Patent and Trademark Office; U.S. DEPARTMENT OF COMMERCE

Under the Paperwork Reduction Act of 1995, no persons are required to respond to a collection of information unless it contains a valid OMB control number.

**Certificate of Transmission under 37 CFR 1.8**

I hereby certify that this correspondence is being facsimile transmitted to the United States Patent and Trademark Office

on January 27, 2004  
Date

Wendy W. Koba  
Signature

Wendy W. Koba

Typed or printed name of person signing Certificate

Note: Each paper must have its own certificate of transmission, or this certificate must identify each submitted paper.

Revocation of Associate Power and Appointment of  
New Associate Attorney  
Amendment

This collection of information is required by 37 CFR 1.8. The information is required to obtain or retain a benefit by the public which is to file (and by the USPTO to process) an application. Confidentiality is governed by 35 U.S.C. 122 and 37 CFR 1.14. This collection is estimated to take 1.8 minutes to complete, including gathering, preparing, and submitting the completed application form to the USPTO. Time will vary depending upon the individual case. Any comments on the amount of time you require to complete this form and/or suggestions for reducing this burden, should be sent to the Chief Information Officer, U.S. Patent and Trademark Office, U.S. Department of Commerce, P.O. Box 1450, Alexandria, VA 22313-1450. DO NOT SEND FEES OR COMPLETED FORMS TO THIS ADDRESS. SEND TO: Commissioner for Patents, P.O. Box 1450, Alexandria, VA 22313-1450.

If you need assistance in completing the form, call 1-800-PTO-9199 and select option 2.